

FY 2008 Annual Program Performance Measures

DEPARTMENT:

MICHIGAN DEPARTMENT OF LABOR AND ECONOMIC GROWTH

APPROPRIATION UNIT/PROGRAM: PUBLIC SERVICE COMMISSION

TIMELINE: October 1, 2007 through September 30, 2008.

PROGRAM MISSION STATEMENT:

To grow Michigan's economy and enhance the quality of life of its communities by assuring safe and reliable energy, telecommunications, and transportation services at reasonable rates.

PROGRAM STATEMENT:

To establish fair and reasonable rates for regulated services and adopt and administer fair terms and conditions of service for the State's utility customers; assure adequate and reliable supplies of regulated services to all Michigan customers, and the safe and efficient production, distribution, and use of the State's energy, telecommunications, and transportation services; assure the security of the State's critical infrastructure by promoting homeland security; promote the State's economic growth and enhance the quality of life of its communities through adoption of new technologies and efficient renewable energy resources; provide customers with the opportunity to choose alternative electric, natural gas, telecommunications, and transportation providers; and provide regulatory oversight in a prudent and efficient manner while implementing legislative and constitutional requirements.

FUNDING SOURCE:

Public utility assessments,
licensing fees, and grants.

LEGAL BASIS:

Public Act 3 of 1939 (MCL 460.1 et seq.); Public Act 419 of 1919 (MCL 460.54 et seq.); Public Act 299 of 1972 (MCL 460.111 et seq.); Public Act 246 of 1921 (MCL 460.201 et seq.); Public Act 149 of 1996 (MCL 460.311 et seq.); Public Act 94 of 1923 (MCL 460.351 et seq.); Public Act 182 of 1971 (MCL 460.461 et seq.); Public Act 69 of 1929 (MCL 460.501); Public Act 106 of 1939 (MCL 460.551 et seq.); Public Act 30 of 1995 (MCL 460.561 et seq.); Public Act 266 of 1909 (MCL 460.601 et seq.); Public Act 347 of 1921 (MCL 460.651 et seq.); Public Act 53 of 1974 (MCL 460.701 et seq.); Public Act 448 of 1976 (MCL 460.801 et seq.); Public Act 254 of 1933 (MCL 475.1 et seq.); Public Act 16 of 1929 (MCL 483.1 et seq.); Public Act 9 of 1929 (MCL 483.101 et seq.); Public Act 165 of 1969 (MCL 483.151 et seq.); Public Act 179 of 1991 (MCL 484.2101 et seq.); Public Act 286 of 2008 (MCL 460.4a et seq.); Public Act 295 of 2008 (460.1001 et seq.).

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CUSTOMER IDENTIFICATION:

Customers – Governor's Office, Legislature, citizens of Michigan, Department of Labor and Economic Growth and other departments, regulated entities, and customers of regulated entities.

Stakeholders – Governor's Office, Legislature, regulated entities, customers of regulated entities, and citizens of Michigan.

GOAL 1: Establish fair and reasonable rates for regulated services and adopt and administer fair terms and conditions of service for the State's utility customers.

The goal has been completed in this fiscal year.

Objective 1: Process 100 percent of all applications requesting approval of rate and tariff matters within the statutorily mandated timeframes.

This objective has been completed in this fiscal year.

Objective 2: Resolve 90% of all customer complaints within 30 days.

This objective has been completed in this fiscal year.

Goal 2: Assure adequate and reliable supplies of regulated services to all Michigan customers, and the safe and efficient production, distribution, and use of the State's energy, telecommunications, and transportation services.

This goal has been completed in this fiscal year.

Objective 1: Inspect 40 jurisdictional operators in 2008 for compliance with Michigan Gas Safety Standards. Perform on-site inspection of 90 percent of major jurisdictional incidents. Maintain certification with the United States Department of Transportation.

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[This objective has been completed in this fiscal year.](#)

Objective 2: Process all telecommunications interconnection agreements according to state and federal guidelines within required timeframes.

[This objective has been completed in this fiscal year.](#)

Objective 3: Comply with mandates of 2008 Public Act 295, known as the Clean, Renewable, and efficient energy act.

[This objective has been completed in this fiscal year.](#)

Objective 4: Promote safety of motor carrier industry by submitting a watch list of carriers suspected of operating in violation of the Motor Carrier Act to the Michigan State Police within 14 days of receiving a complaint and follow up for investigation within 90 days.

[This objective has been completed in this fiscal year.](#)

Objective 5: Monitor energy markets and maintain statistical data on energy demands, supply, and prices. Prepare and publish short term energy forecast to identify factors which may affect supply, demand, or prices by May and October 2008.

[This objective has been completed in this fiscal year.](#)

Goal 3: Assure the security of the State's critical infrastructure by promoting homeland security.

[This goal has been completed in this fiscal year.](#)

Objective 1: Continue to inventory the State's critical energy infrastructure, including risk and vulnerability assessment.

[This objective has been completed in this fiscal year.](#)

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Objective 2: Continue efforts to protect critical infrastructure in Michigan by determining if any gaps exist and report to the Homeland Security Advisory Council and Michigan Homeland Protection Board as needed.

This objective has been completed in this fiscal year.

Objective 3: Assure the readiness of the Commission to respond to a terrorist attack or other natural hazard by providing training in accordance with the Michigan Emergency Management Plan.

This objective has been completed in this fiscal year.

Objective 4: Review and update Commission emergency procedures as needed.

This objective has been completed in this fiscal year.

Goal 4: Promote the State's economic growth and enhance the quality of life of our communities through adoption of new technologies and efficient renewable energy resources.

This goal has been completed in this fiscal year.

Objective 1: Continue to review state and federal legislation and other activities related to emerging telecommunication technologies in a timely manner to determine whether Commission involvement is warranted.

This objective has been completed in this fiscal year.

Objective 2: Continue to implement procedures pursuant to 2008 PA 295 to encourage growth in the use and production of renewable energy resources throughout the state to increase the percentage of renewable resources in the state's portfolio.

This objective has been completed in this fiscal year.

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Goal 5: Provide customers with the opportunity to choose alternative electric, natural gas, telecommunications, and transportation providers.

[This goal has been completed in this fiscal year.](#)

Objective 1: Process 100 percent of all complete license applications in accordance with applicable statutory guidelines and timeframes.

[This objective has been completed in this fiscal year.](#)

Objective 2: Maintain website information related to competitive alternatives and post updates of competitive provider license approval.

[This objective has been completed in this fiscal year.](#)

Objective 3: Report annually on number of licensed providers.

[This objective has been completed in this fiscal year.](#)

Goal 6: Provide regulatory oversight in a prudent and efficient manner while implementing legislative and constitutional requirements.

[This goal has been completed in this fiscal year.](#)

Objective 1: Utilize technology to increase access to Commission information and procedures and make case information and filing easier and more efficient for Commission Staff, industry, and the public.

[This objective has been completed in this fiscal year.](#)

Objective 2: Promote the public's awareness of regulated issues through media relations activities. Conduct a minimum of six public for a throughout the state to allow the public direct access to the Commissioners.

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[This objective has been completed in this fiscal year.](#)

Objective 3: Provide copies of all official gas and electric tariffs electronically via the website.

[This objective has been completed in this fiscal year.](#)

Objective 4: Process all applications for intrastate motor carrier authority, review insurance filings, issue decals and special identification cards and continue registration in an efficient and cost effective manner.

[This objective has been completed in this fiscal year; however, a program to replace the Commission's antiquated \(more than 25 years old\) computer system is on hold due to the failure of the vendor to complete the contract. The Commission is currently awaiting action from DIT to complete this process, which is vital to the continued receipt by the State of Michigan of approximately \\$8 million annually in motor carrier licensing fees.](#)

CHALLENGES FACING THE MICHIGAN PUBLIC SERVICE COMMISSION:

- * Maintaining safe and reliable service in light of high national and international energy prices.
- * Developing needed energy sources while protecting the environment.
- * Implementing new statutes (2008 Public Acts 286 and 295).